

ABSTRACT

Method For Involving Functions of An Automatic Call Distribution System Into An Interactive Voice Answering System

An A method for incorporating functions of an automatic call distribution system into an interactive voice answering system wherein the interactive voice response system (IVR) coupled to an automatic call distribution system (ACD) is influenced such by a communication terminal equipment (KE(X)) such that this communicates a request for reserving (resa, resq) an available agent (A) to the automatic call distribution system (ACD)-is communicated. Given a the reservation of a requested agent (A), the allocated communication system (KS) is influenced such that the communication terminal equipment (KE) is transferred to the reserved agent communication terminal equipment (AKE).

Figure 1